



*"Service with Excellence
and Integrity"*

Arkansas Department of Community Correction

**Two Union National Plaza Building
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Little Rock, Arkansas 72201-5731
(501) 682-9510 Fax: (501) 682-9538**

ADMINISTRATIVE DIRECTIVE: 06-04 AGENCY DESCRIPTION AND PUBLIC INFORMATION

TO: DEPARTMENT OF COMMUNITY CORRECTION (DCC) EMPLOYEES

FROM: G. DAVID GUNTARP, DIRECTOR

SUPERSEDES: AD 00-13

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APPROVED: Signature on File

EFFECTIVE: April 15, 2006

- I. APPLICABILITY.** This policy applies to Arkansas Department of Community Correction (DCC) employees and is made available to the public to provide general information about the agency.
- II. POLICY.** The DCC encourages appropriate employee interaction with the public and media, to facilitate community awareness of the agency mission, goals, objectives, achievements, and to facilitate community involvement and support. It is the DCC's policy to administer a uniform process for responding to requests for public records in accordance with the Arkansas Freedom of Information Act (FOIA), Ark. Code Ann. §25-19-101 et seq. (4-ACRS-7F-01 and -7F-04; 3-3027, 3-3028[P])
- III. DEFINITIONS.**
 - A. Parole.** The release of an inmate from incarceration before the end of his/her sentence with certain terms and conditions imposed by the Arkansas Parole Board to include supervision by a Parole/Probation Officer. If conditions are violated, the offender may be incarcerated again.
 - B. Probation.** A court-ordered disposition alternative through which a convicted adult offender is required to comply with conditions imposed by the court to include being supervised by a Parole/Probation Officer in lieu of imprisonment. The offender may have his/her probation revoked for violation of the terms and conditions and have other sanctions imposed.

- C. Public Records.** Public records means writings, recorded sounds, films, tapes, or data compilations in any form, required by law to be kept or otherwise kept, and which constitute a record of the performance or lack of performance of official functions which are or should be carried out by a public official or employee, a governmental agency, or any other agency wholly or partially supported by public funds or expending public funds. All records maintained in public offices, or by public employees within the scope of their employment, shall be presumed to be public records, unless said records are considered confidential records according to State or Federal law.

IV. Agency Information.

- A. Citizen or Media Inquiries.** The agency website provides some information of interest to the public. Additional information about the Arkansas Department of Community Correction may be obtained by contacting the DCC Public Relations Office. When submitting written requests, please provide your name, address and phone number; the date of the request and a detailed description of the records or information sought. The attached form may be used for this purpose. A fee of 25 cents per page may be charged. Payment should be made by check or money order payable to the Arkansas Department of Community Correction.
- B. Contact Information.** The general public is encouraged to make inquiries directly to the DCC Public Relations Office. The postal/e-mail addresses and phone numbers for DCC offices are available from the DCC website at <http://www.dcc.state.ar.us/>
- C. Agency Description.** The Arkansas Department of Community Correction (DCC) provides statewide adult parole and probation services and operates community-based residential and non-residential programs. The agency organization chart is located at the DCC website.
- D. Agency Careers and Job Openings.** DCC job openings and career information may be found at the state jobs website www.ar.statejobs.com.
- E. Agency Mission.** “To enhance public safety by encouraging a crime-free lifestyle and providing cost-effective, evidence-based programs in the supervision and treatment of adult offenders.”
- F. Agency Philosophy.** “We provide opportunities for positive change”
- G. Agency Motto.** “Service with Excellence and Integrity”
- H. Administration.** Administration includes Interstate Compact, public relations, internal investigations, legal counsel, EEO/Grievance office, human resources, payroll services, employee benefits, purchasing, training, policy development, research and evaluation, grants, accreditation, information technology, budget preparation, fee collection, and management (i.e., purchasing, travel reimbursement, inventory, and fleet management).

- I. Residential Services.** The Residential Services Division operates regional correctional facilities and Technical Violator Programs. Offender's daily activities are structured under a behavior modification program model known as Modified Therapeutic Community (MTC) with supplemental programs addressing chemical dependency, anger management, life skills, and parenting skills. Qualifying offenders perform community service work such as beautification projects. In addition to the MTC program, two centers operate a special program for dually-diagnosed (mental health /drug addiction problems), one for men and one for women. The agency also operates a technical violator program (TVP) for women at the Pine Bluff Center and a separate unit for men at Malvern. The TVP is an intense program for parolees who have failed to meet conditions of supervision. Counselors at the TVP use behavior modification treatment models similar to that used at other centers. The treatment program goal is to facilitate development of permanent lifestyle changes so residents will be successful, contributing, law-abiding citizens while in the facility and upon return to the community.

The MTC consists of residents and staff. To achieve program goals, a community structure is used. The community structure consists of a variety of functional departments with an assortment of jobs and positions. Communities establish values, norms, traditions and rules. As residents advance through treatment phases, they are assigned to appropriate therapeutic jobs and progress through positions that will help them develop skills useful in resolving personal problems and making life-style changes. Advanced positions carry increased responsibilities and residents are eligible for greater privileges. Throughout the process, emphasis is placed on discovering and resolving personal problems and being responsible and accountable for one's behaviors. The primary approaches used to affect resident behavior are therapeutic jobs, therapeutic confrontations, positive peer pressure, learning experiences, role modeling, daily social interaction and integration of the 12-Step program in the daily activity of members of the community.

The MTC creates a positive peer culture. Residents are responsible and held accountable for following rules and accomplishing assigned therapeutic jobs. An important part of the MTC culture is to assist other residents in realizing when they are not supporting the community, such as disobeying rules or exhibiting a poor attitude. Through therapeutic confrontations and other tools including individual and group counseling sessions, residents become aware of how their actions may affect themselves and others. Residents are encouraged to adopt positive values, attitudes and practices which result in permanent lifestyle changes and "positive-living." Lifestyle changes are evident when residents remain drug-free, demonstrate ability to interact in society without further criminal activity, take responsibility for their ongoing recovery and contribute to society.

The 12-Step Program is a process used to treat wrong thinking associated with addictive behavior including alcohol abuse, drug abuse, sexual deviant behavior,

gambling, overeating or overspending. As an integral part of the MTC Process, the 12-Steps assist residents in restructuring their values. The change in values may ultimately alter the way a resident thinks feels and views the world. An expanded understanding of each of the steps of the 12-Step process is gained during the orientation phase of the MTC treatment program. The 12-Step approach is integrated into daily activities of a resident's life in the community. Volunteers from local community 12-Step groups conduct education and support meetings at the Residential Centers. Residents also facilitate their own peer support groups with staff oversight.

The treatment goal is for each resident to leave the MTC program having mastered the following basic recovery techniques and abilities:

1. Ability to recognize personal problems
2. Inclination to accept responsibility for solving his or her problem(s)
3. Inclination to accept responsibility and accountability for personal life choices
4. Realization that helps is usually necessary
5. Inclination to seek needed help through the 12-Step Program and/or alternative peer support groups, and
6. Inclination to develop pro-social life skills.

J. Parole/Probation Services. Parole/Probation Services staffs at each state prison and residential correction center manage the transfer of offenders to the community. Parole/Probation Services staff at 53 offices throughout the State use a case management system to supervise offenders who have been paroled from prison or who have been placed under probation supervision. Some areas operate special programs including drug courts and day reporting centers. Staff refer offenders to other programs as appropriate and in many cases provides services such as 12-Step Alcohol/Drug self-help support groups, counseling, education/training referrals, employment referrals, community work crews, and classes on thinking skills, anger management, life skills, and parenting skills. Some of the counseling services are provided by DCC counselors who split their time among several offices. In addition to making referrals, some Parole/Probation Officers conduct classes and work with local employers to help offenders obtain jobs.

K. DCC Policy. Arkansas Department of Community Correction policies are available at www.DCC.state.ar.us.

L. Rules and Directives. Rules and directives are available on the DCC web site, and in operational manuals. Rules (as defined under the Administrative Procedures Act) are advertised in the Arkansas Democrat Gazette Legal Notice Section. An address is provided in the advertisement where the public may send comments which are accepted over a 30-day period. The rules are reviewed by the Legislative Council, Subcommittee on Administrative Rules and Regulations and approved by the Board of Corrections. Policy documents not defined as a rule under the Administrative Procedures Act are reviewed by key DCC staff and others, as appropriate. These

policies (directives) are issued by the Director, the Chief Deputy Director and/or Deputy Directors.

M. Agency Records including Database. Following is a list with brief description of the primary records maintained by DCC. There are Federal and State restrictions on the release of some information maintained by the agency.

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| 1. Employee Personnel Record: | This record contains job-related information including hiring paperwork and performance evaluations. |
| 2. Employee Medical Record: | Job related medical or mental health information pertaining to an employee is kept in a separate record. |
| 3. Supervisor Record of Employee: | Supervisors maintain a record of employees that may contain copies of performance notes, reports, counseling notes, job description, commendations, and complaint information, training, and others. |
| 4. Compliance Audit Files: | Files containing each American Correctional Association Standard and related samples of policy and activity to demonstrate compliance with the standard. |
| 5. Offender Medical Records: | A medical record is kept for each resident of a residential center. |
| 6. Offender Mental Health Record: | A record of mental health treatment maintained for residents at the residential center. |
| 7. Offender Treatment Record: | A record of treatment maintained by counselors that may include individual or group counseling sessions and behavior modification class work. |
| 8. Offender Disciplinary Record: | A discipline record of a residential center resident. |

9. Offender Case Record:	Information concerning legal, demographic, and supervision activities pertaining to an offender during his/her period of supervision or confinement with the DCC.
10. electronic Offender Management Information System (eOMIS):	An electronic database containing offender records and information such as a description and photo, demographics, criminal and disciplinary history, and more.
11. Internal Investigations:	Documentation of investigations conducted regarding agency activity.
12. Grievances:	Records of grievances filed by offenders, and employees.
13. Administrative Records:	A variety of administrative records are maintained.

V. DCC Staff Guidance.

- A. External Organizations.** Agency staff is encouraged to cooperate with community organizations, civic clubs and educational institutions to the extent that their qualifications, experience, and schedule permit. DCC staff may provide guest lectures, present special program information, or provide consultation services for a specific project or program when requested and approved by the employee's direct or indirect supervisor. With proper administrative approval, DCC offices or Centers may cooperate with an institution to establish internships or practicum programs, or provide tours or other special programs within a facility as approved by the appropriate Deputy Director.
- B. Criminal Justice Organizations.** Staff is encouraged to cooperate, consult, plan and participate with local criminal justice agencies in activities related to the staff member's responsibilities. With supervisor approval, and following applicable policy, staff is encouraged to share appropriate information, sponsor exchange tours with other law enforcement groups and coordinate planning efforts in areas of mutual interest.
- C. Release of Information and Communications.**
 1. All DCC staff that release information or communicate with the public and other agencies must be aware of and follow appropriate policy guidance concerning release of information. In general, individual employees are not restricted from speaking to the media; however, employees must coordinate with the Public Relations Office (PRO), supervisor, or appropriate Management Team member

for media requests requiring the agency's perspective or response to an issue. To the extent practical, all media contact should be handled by or coordinated through the PRO to better ensure a consistent and informed response. There are restrictions on release of certain information. Such restrictions are addressed in applicable policy such as the Offender Records policy, the Parole/Probation Services Manual, the health care contractor's policy on medical records, and the Clinical File Manual.

2. A staff member at the Central Office is designated as the department PRO. The PRO is responsible for informing the public and the media of special events and emergency operations, within the agency's area of responsibility.
 - a. News Releases. All written news releases must come from, or approved by, the PRO. The PRO will ensure coordination with appropriate Management Team members prior to release, or in emergency situations, as soon as possible after release.
 - b. Public Emergencies. In the event of a public emergency that is the result of a natural disaster or an act of terrorism, all communications between the media and DCC must be coordinated by the DCC PRO and any other person designated as such.
 - c. Requests for Public Records.
 - (1) To ensure responses to requests are accurate and timely, a DCC employee receiving a request for public records should ask the requester to submit the request in writing, to include the name, address and phone number of the requester, the date of the request, and a detailed description of the record(s) sought. However, no request shall be denied if the requester refuses to submit the request in writing.
 - (2) All requests for public records and responses must be coordinated through the DCC PRO, who should be contacted immediately upon receipt of a request.
 - (3) If the requested information is not exempt from disclosure (either by State or federal law or administrative regulation or directive) the information will be made available immediately unless it is in storage or active use, in which case it will be made available within three (3) working days of the request (including time necessary for coordination with the PRO). Requests for personnel records and employee evaluation records will be acted upon within 24 hours of receipt of a request. If it is determined that such records will be disclosed, release of personnel records and employee evaluations will be in coordination with the PRO and the DCC Human Resources Section Administrator.

- (4) The PRO must keep the Director informed of requests for information and responses and provide notification to the appropriate officials, unless otherwise directed.

d. Inspection and Copying of a Public Record.

- (1) Requests for public records may be recorded on Form 1, "Request and Receipt for Public Records" The form serves as a receipt for the requester as well as a service request for the DCC. Provide a copy of the form to the requester, retain a copy for file and submit the original copy, along with the check for funds collected, to the DCC Administrative Services Office.
- (2) Department records disclosed pursuant to the FOIA shall be available for inspection and copying between the hours of 8:00 a.m. and 4:30 p.m. on regular work days.
- (3) Pursuant to the Arkansas Freedom of Information Act, the DCC is not obligated to provide copying service. Whenever DCC provides a copy of any requested documents, the requester should be charged 25 cents per page, paid in advance. The fee shall be paid only by check or money order made payable to the DCC. Pursuant to Ark. Code Ann. §25-19-109 a record custodian, at his/her discretion, may agree to summarize, compile, or tailor electronic data in a particular manner or medium and may agree to provide the data in an electronic format to which is not readily convertible.

D. Citizen Complaints. Citizen complaints should be promptly reported to the appropriate supervisor who will notify others as appropriate, and assist in preparing a response. This does not prohibit employees from handling minor concerns within their scope of responsibility.

E. Media Access to Residential Centers.

1. The Center Supervisor or designee may allow representatives of the media access to the facility in accordance with established policy. All areas of the facility are accessible to the media unless there is a significant safety risk or a visit at a particular time would disrupt operations. Staff should assure appropriate confidentiality and privacy of offenders, staff and records. Media requests to interview residents must be made in writing and residents must sign a statement indicating their consent to be interviewed prior to an interview. AD 06-04 Form 1 may be used for this purpose. Residents should be allowed access to the media unless limitations are necessary to maintain order and security or to protect the resident's privacy. Generally, photos of offenders should be taken in a manner that faces are not recognizable unless the offender grants written permission to have their pictures used. (4-ACRS-7F-02 and -7F-03 and 2-CO-1A-27-1)

2. Facility tours may be approved by the Center Supervisor or designee. Tour groups must be escorted while on facility grounds.

- F. Requests from Federal, State, and Local Legislative or Agency Executive Representatives.** To maintain agency integrity and credibility, requests for information from legislative or other agency executive representatives should be answered fully and promptly. Employees who receive these requests must immediately inform their supervisor and/or the PRO and provide appropriate input to ensure a timely response.
- G. Central Office Communication.** To establish and maintain an effective and efficient line of communication across all areas of the operation, the director will meet at least monthly with division heads and key staff members who represent the same.
- H. Planning of Goals and Objectives.** The DCC Director will ensure development and revision of short and long term agency goals and objectives. They will be reviewed annually by top management. (2-CO-1A-09)

VI. ATTACHMENTS.

- AD 06-04 Form 1 Request & Receipt for Public Records
- AD 06-04 Form 2 Media Request to Interview a Resident

Arkansas Department of Community Correction
Request & Receipt for Public Records

This request may be sent to the Arkansas Department of Community Correction; ATTN: Public Relations Office; Two Union National Plaza; 105 West Capitol – 2nd Floor; Little Rock, AR 72201-5731. Phone: (501) 682-9510; fax: (501) 682-9538.

Printed Name of Requestor	Phone Number	Organization/Agency of Requestor (if relevant)
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Address of Requestor	e-mail Address of Requestor
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Brief Description of Records Sought:

Requester Signature (if available)	Date
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FOR DCC EMPLOYEE USE BELOW THIS LINE

Request Coordinated with Public Relations Office:

Date	Coordinated by (Name)
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Number of Pages Provided: _____ X 25¢ per Page = \$ _____

Printed Name of Employee Receiving Fee	Signature of Employee Receiving Fee	Date Fee Collected
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INSTRUCTIONS. This form serves as a receipt for the requester as well as a service request for the DCC. Provide a copy of the form to the requester, retain a copy for file and submit the original copy, along with the check or money order for funds collected, to the DCC Administrative Services Office.

AD 06-04 Form 1

Arkansas Department of Community Correction
Media Request to Interview a Resident

This request may be sent to the Department of Community Correction; ATTN: Public Relations Office; Two Union National Plaza; 105 West Capitol – 2nd Floor; Little Rock, AR 72201-5731. Phone: (501) 682-9510; fax: (501) 682-9538. Alternatively, this request may be sent directly to the attention of the Center Supervisor where the resident is located.

Printed Name of Requestor

Phone Number

Organization/Agency of Requestor (if relevant)

Address of Requestor

e-mail Address of Requestor

Brief Description of Reason for Requesting an Interview:

FOR DCC RESIDENT USE BELOW THIS LINE

I ☐ agree ☐ refuse to be interviewed by the media and to allow information to be published about the information discussed during the interview.

Signature of Resident

Date

Printed Name of Resident

Resident Number

FOR DCC EMPLOYEE USE BELOW THIS LINE

Request Coordinated with Public Relations Office:

Date

Coordinated by (Name)

Media Representative was notified that they are scheduled to conduct an Interview on:

Date

Time

Initials

DCC Staff Notes:

AD 06-04 Form 2